



NPS[®] SOLUTIONS

Features

NPS[®] is taking over CSat or Customer Satisfaction because it is a more precise indicator of future purchases. It has gained wide popularity because investors, boards, C-level executives, managers, and frontline employees can all understand the measure with ease.

Many companies want to start the Customer Experience Journey and use Net Promoter Score[®]. Some start on their own and find it more complex than expected. Others just need help making it work from the beginning.

It is near-to-impossible to use NPS[®] correctly without professional assistance. **AboutFace** has just the right solution whether you are a new or current NPS[®] user.

Services

- **New Users:** NPS[®] Overview
- **Current Users:** NPS[®] Audit & Executive Summary
- Survey Development & Data Integration
- ARCHIE™ 24/7 Analytics System
- NPS[®] Research
- NPS[®] Reports
- NPS[®] Executive Summary & Rollout
- Quarterly Analysis, Executive Summary, and Consulting

If there were NO Marketing, PR or Advertising, how would you build your customer base?

Word-of-mouth

Remember the old saying...
“A customer tells 10 people about a bad experience while telling only 7 about a good experience?”

Net Promoter Score[®] is thought to predict future growth by calculating the rate of positive comments minus the rate of detracting comments. NPS[®] provides a score, which can be used to create momentum for improvement.

Wouldn't it be nice to know...

- Are my customers Advocates?
- Why or Why Not?
- How can I increase my Advocates in the marketplace?

®NPS is a registered trademark of Satmetrix.